

FIGURE 1A

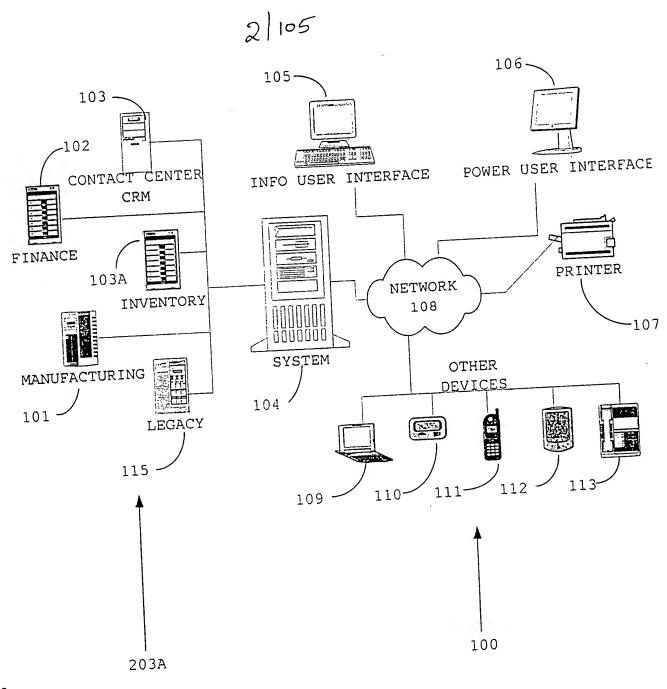


FIGURE 1B

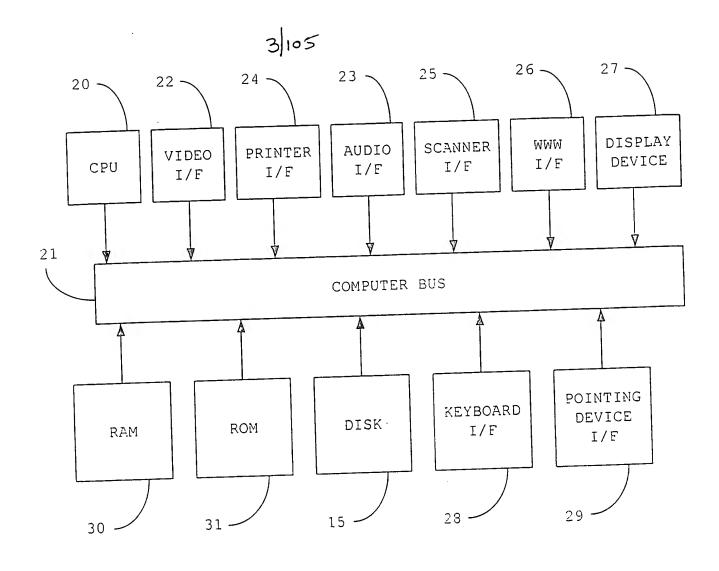
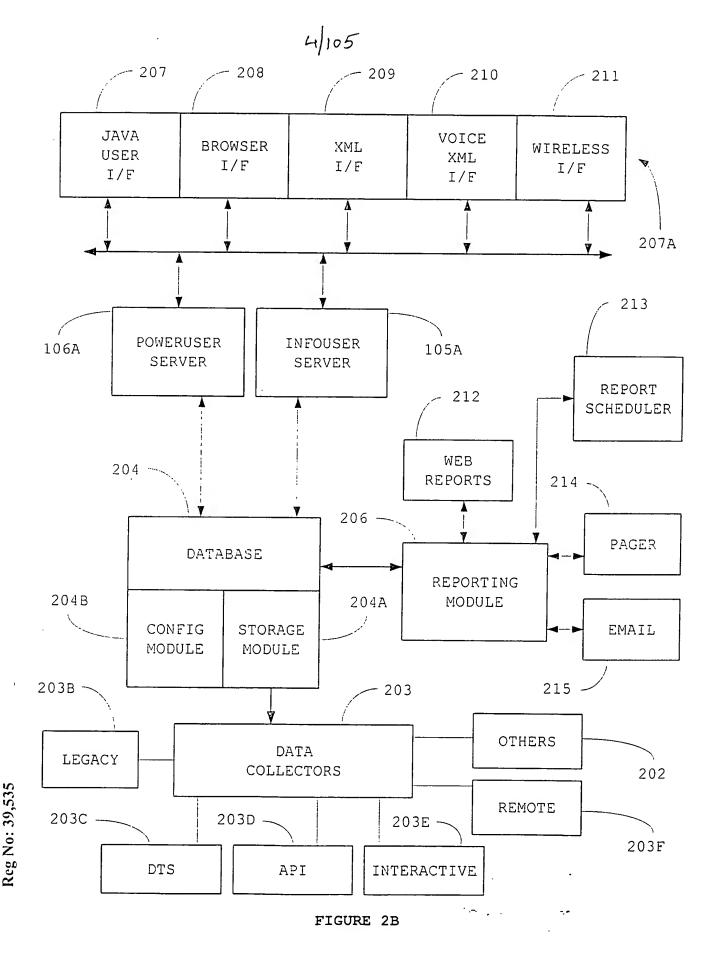


FIGURE 2A



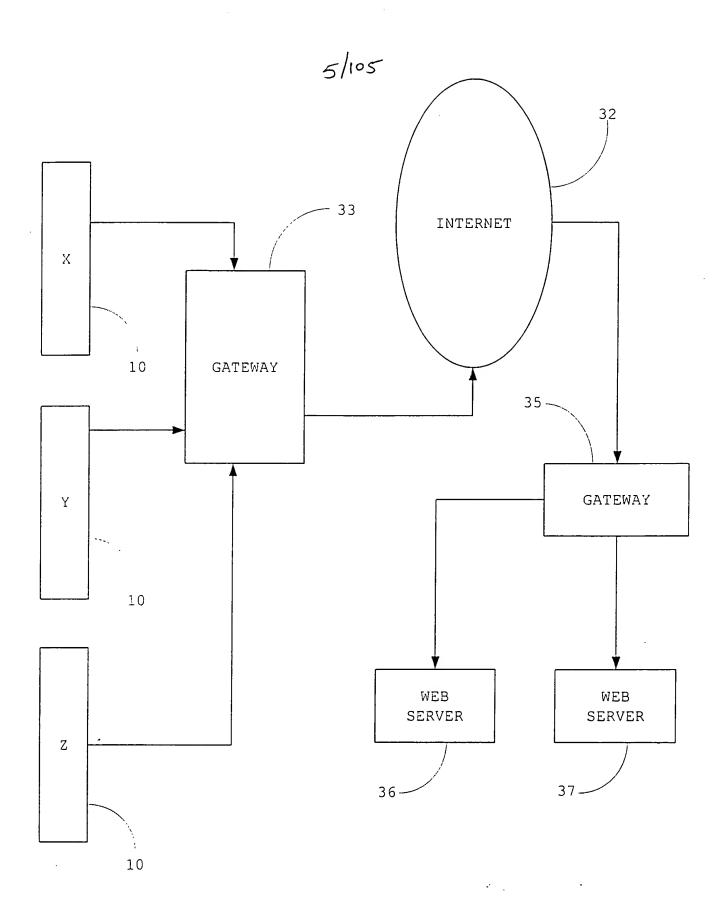


FIGURE 3A

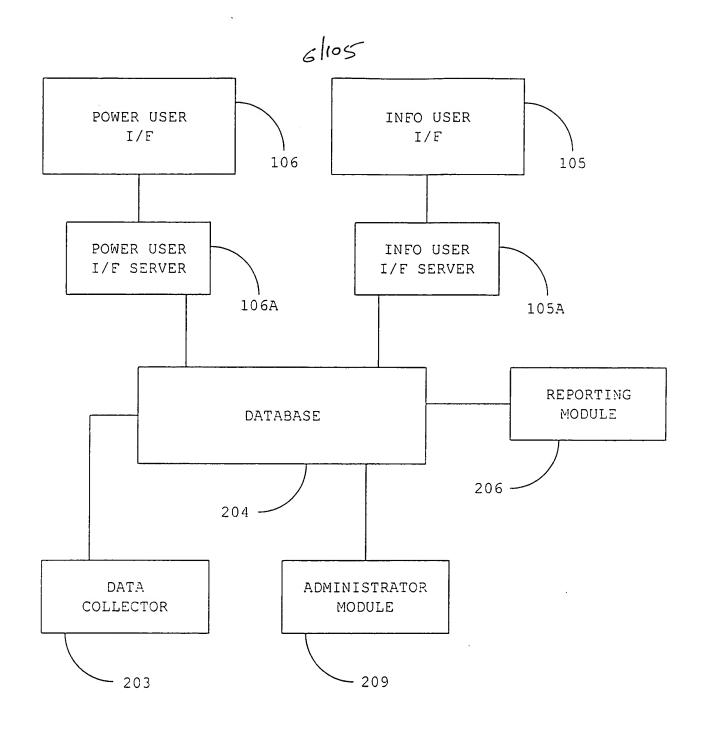


FIGURE 3B



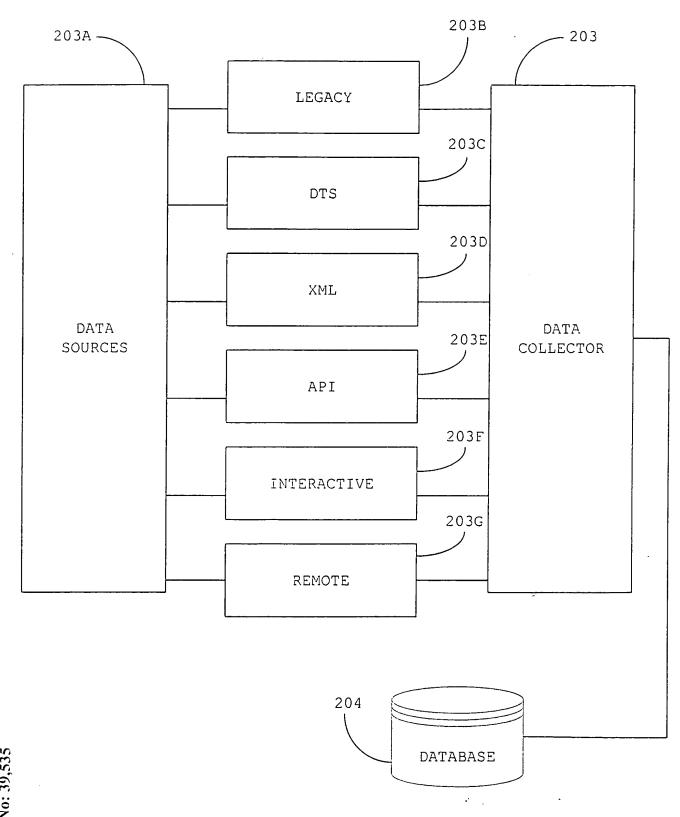


FIGURE 3C

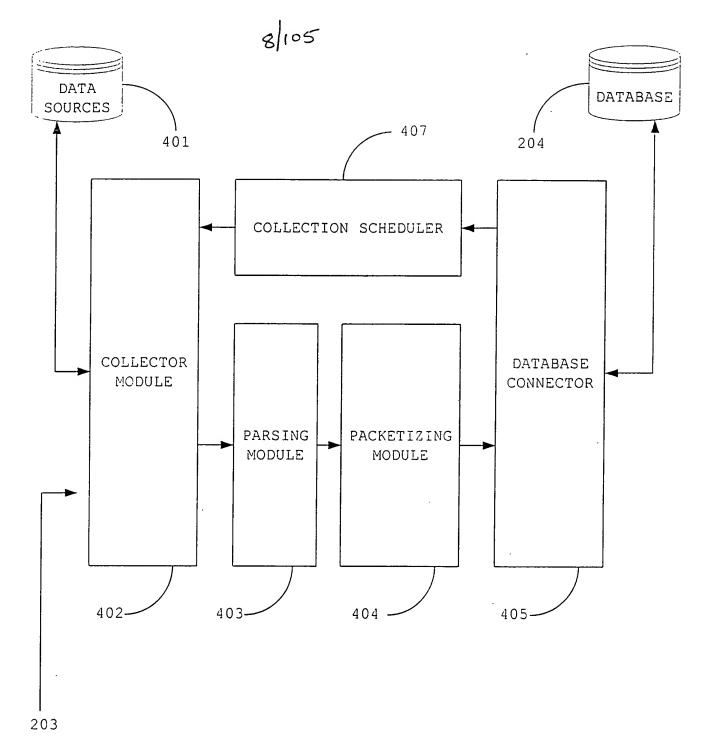
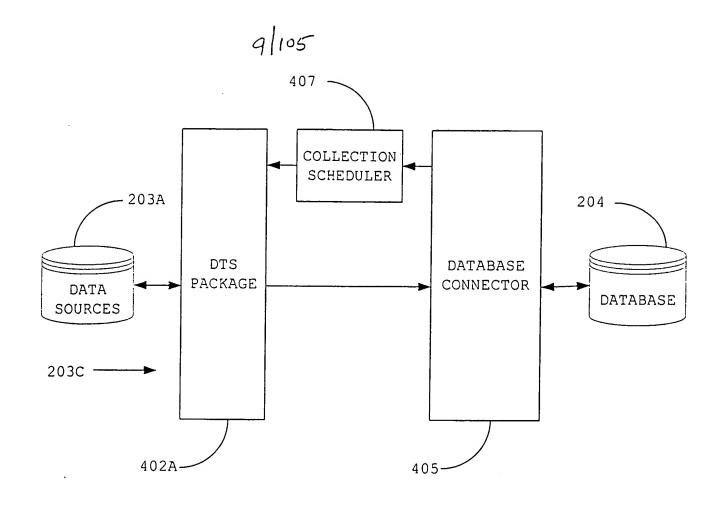


FIGURE 4A



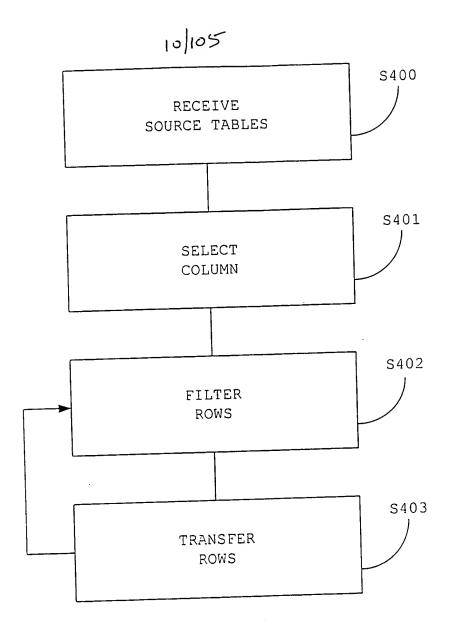


FIGURE 4C

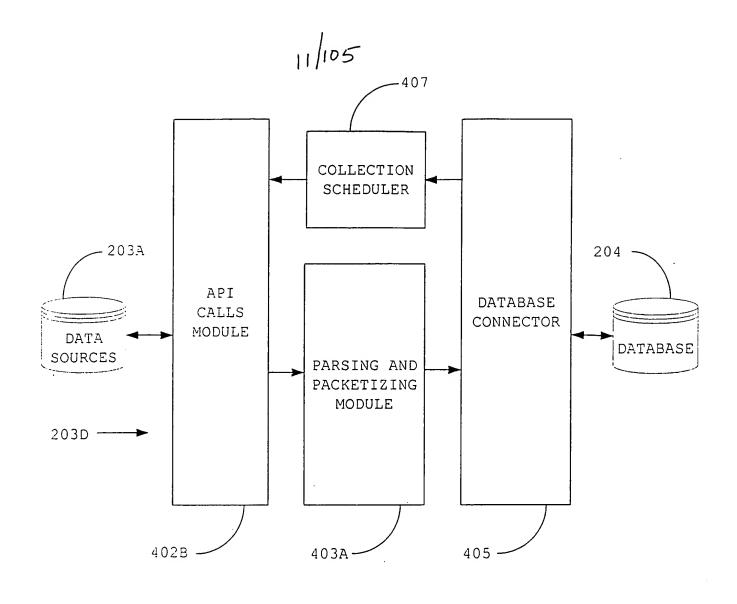


FIGURE 4D

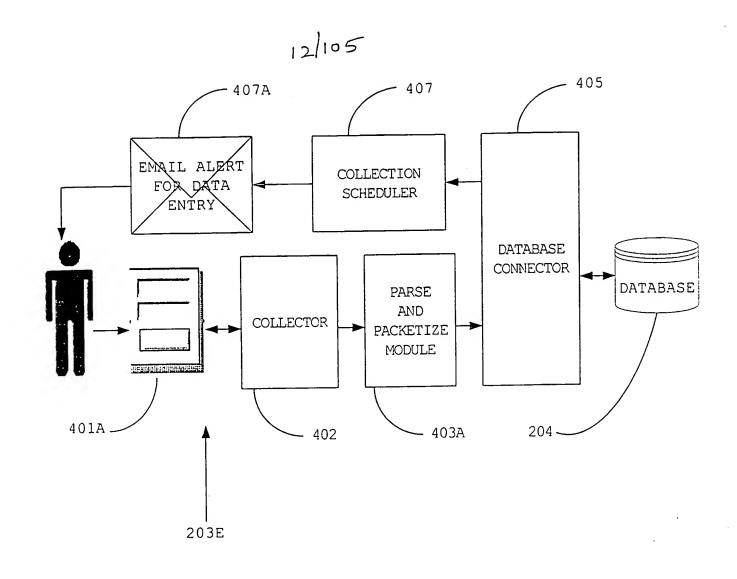


FIGURE 4E

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QUESTIONNAIRE	TITLE	DESCRIPTION
1	SALES FORECAST	COLLECTS SALES FORECAST INFORMATION FROM SALES TEAM-MEMBERS
2	QUALITY INFORMATION	COLLECTS PRODUCTION QUALITY INFORMATION

RESPONDERS

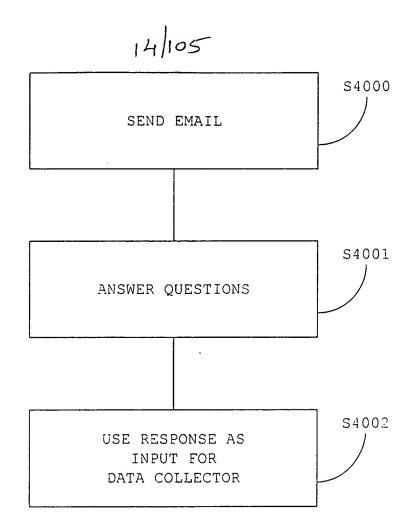
RESPONDER ID	QUESTIONNAIRE	USER ID
1	1.	12
2	1	6

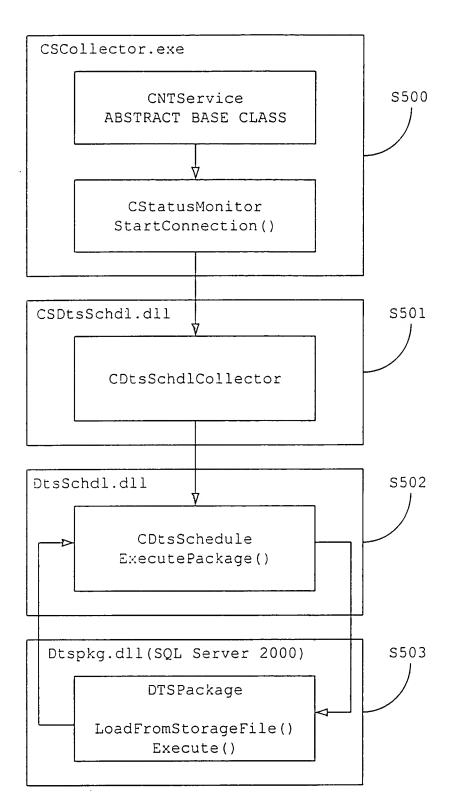
PRESENTATION SCHEDULE

SCHEDULE	RESPONDER ID	START DATE	END DATE	DAYS OF WEEK FREQUENCY	REMAINDER EMAIL TIME	EMAIL TEXT
1	1	11/01/01	01/31/02	M,T,W,TH,F	16:00 HOURS	RESPOND AT A WEBSITE E.G. WWW.ABC.COM
2	2	07/01/00	06/30/01	EVERY MONTH END	10:00 HOURS	INPUT MONTHLY FORECAST

QUESTIONS

QUEST	QUESTIONNAIRE	TYPE	TEXT	RESULT TYPE	VALIDATE
1	1	NUMERIC	WHAT DO YOU THINK REVENUES FOR NEXT QUARTER ARE?	NUMERIC	YES
2	1	TRUE/ FALSE	DID YOU CALL 30 CUSTOMERS TODAY?	BCOLEAN	YES
3	. 1	TEXT	WHO DO YOU EXPECT TO CONVERT FROM PROSPECTIVE CUSTOMER?	TEXT (256)	NO
4	1	RANGE	ON A SCALE OF 1 TO 10 WHAT DO YOU THINK ARE CHANCES OF CONVERTING PROSPECT?	BITMAP	NO





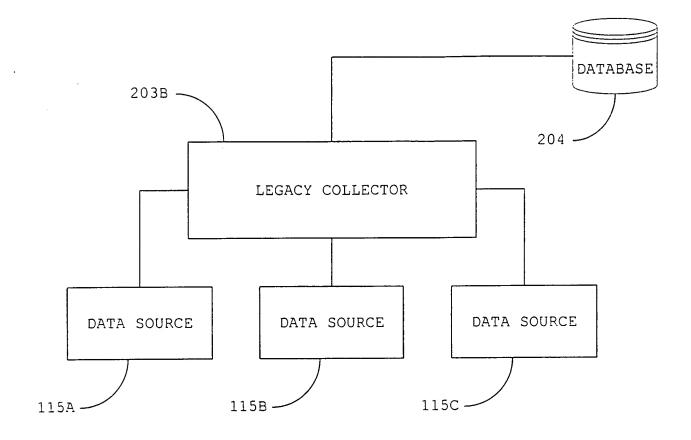


FIGURE 6A

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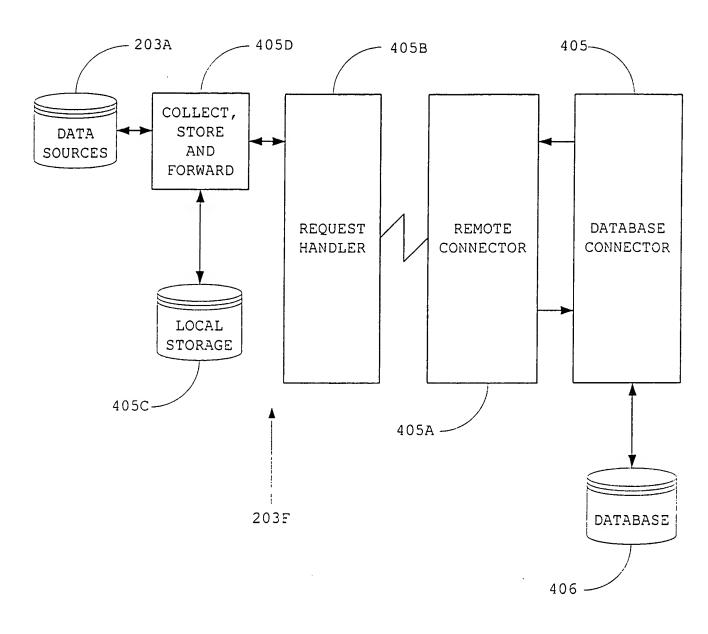


FIGURE 6B

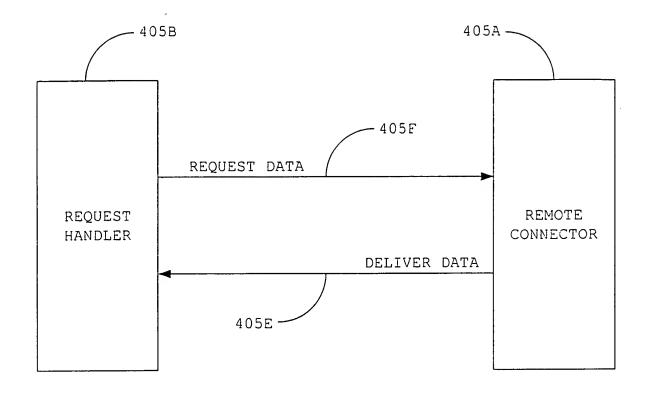
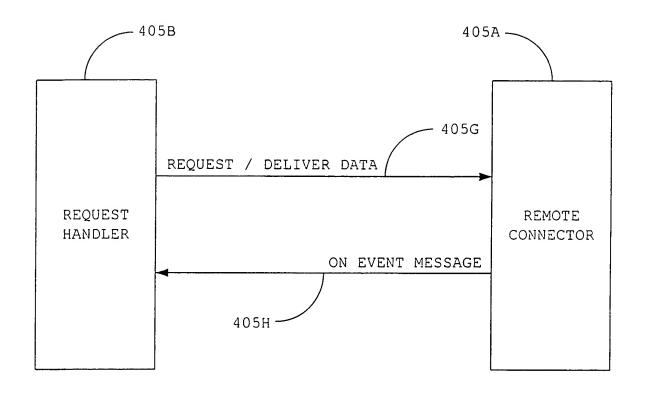
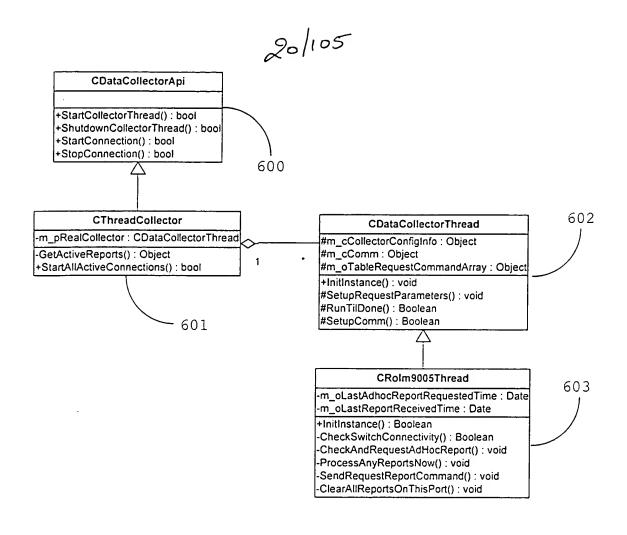


FIGURE 6C







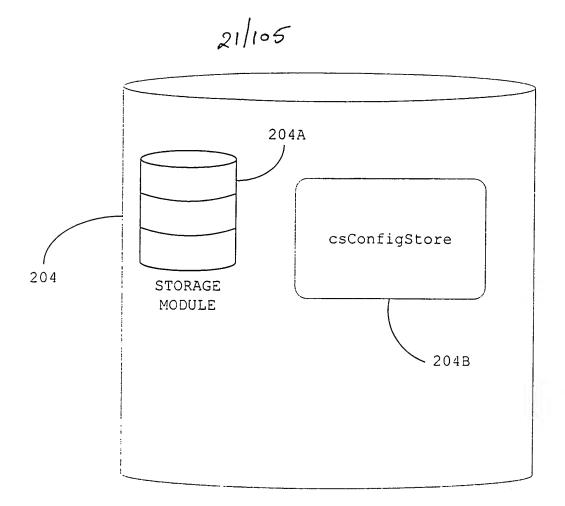


FIGURE 7A DATABASE

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	PeriodTypeID	DataSourceID	BeginningDateTime	InterfaceID	Hits	FAQs	Searches	Assist
\triangleright	16	6	8/20/2000	1	40	4	3	0
	16 .	6	8/21/2000	1	9	0	0	0
	16	6	8/26/2000	3	4	0	0	0
	16	6	8/27/2000	1	7	6	0	0
	16	6	8/28/2000	3	37	0	0	3
	16	6	8/30/2000	3	15	0	0	1 '
	16	6	9/3/2000	1	5	1	0	1
	16	6	9/14/2000	3	24	0	0	1

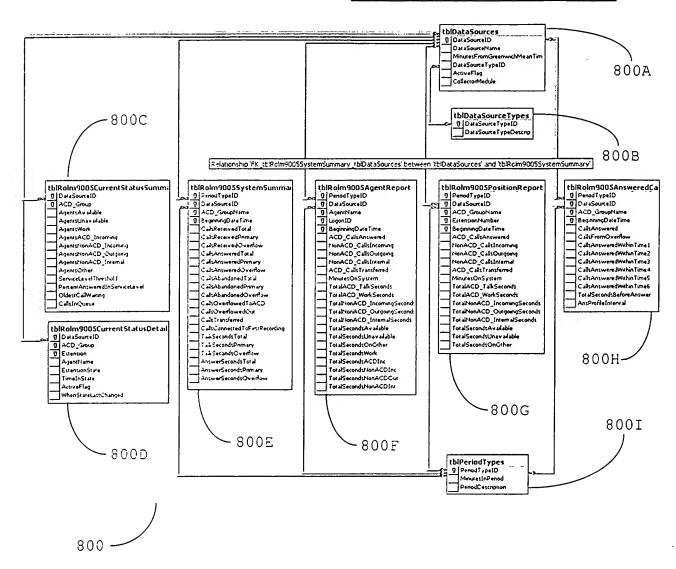
FIGURE 7B - INTERVAL DATA

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	DataSourceID	ACD_Group	AgentsAvailable	AgentsUnavailable	AgentsWork	1
\Diamond	Tra L	SALES	9	4	2	{ {
	1	DOS	57	56	64	٤
	1	UNIX	3	3	2	2
米						•

FIGURE 7C SNAPSHOT DATA

Database Diagram For The Rolm 9005



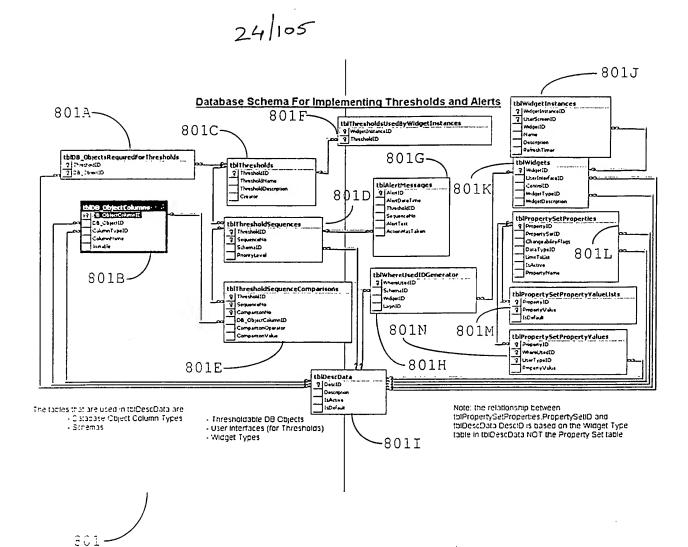
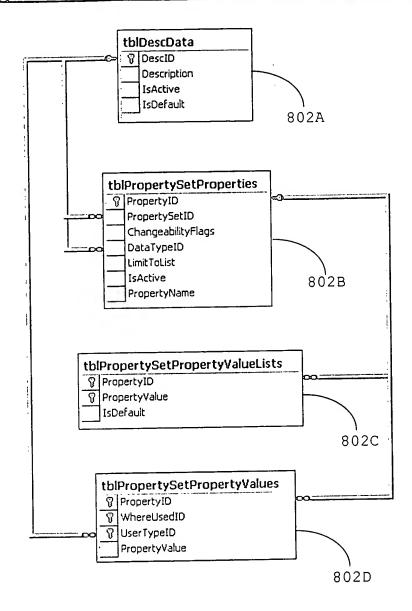


Diagram of Tables Associated With Property Sets



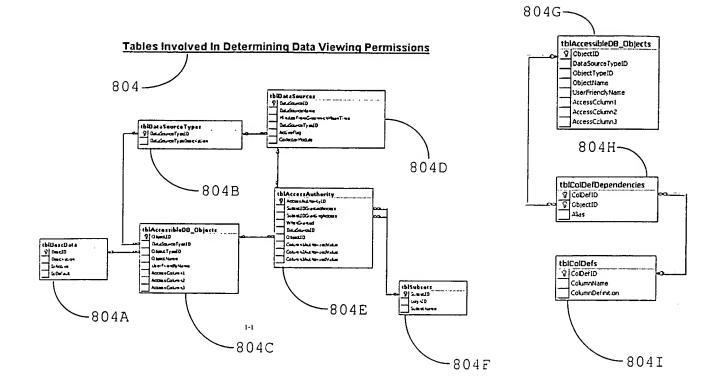
The tables that are used in tblDescData are:

- Property Sets
- Property Data TypesUsers of Property Sets

802-

FIGURE 8C

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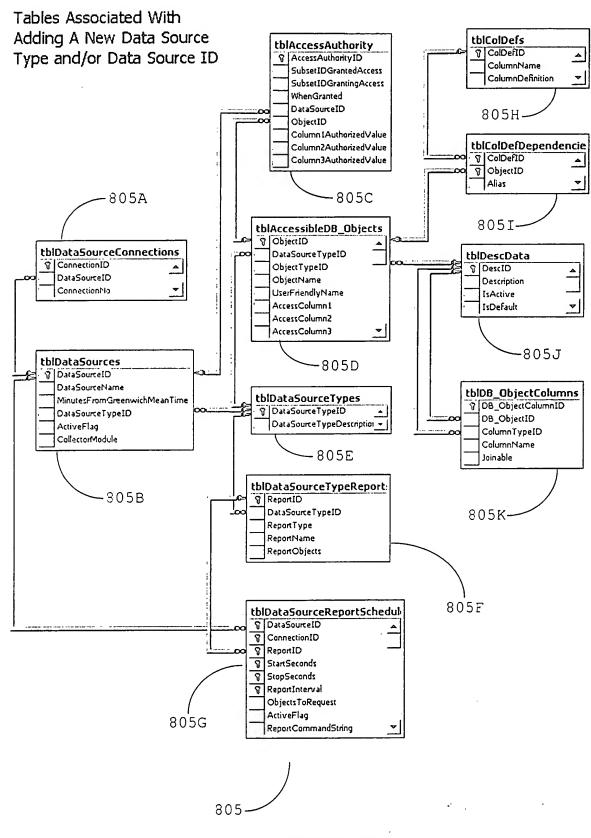
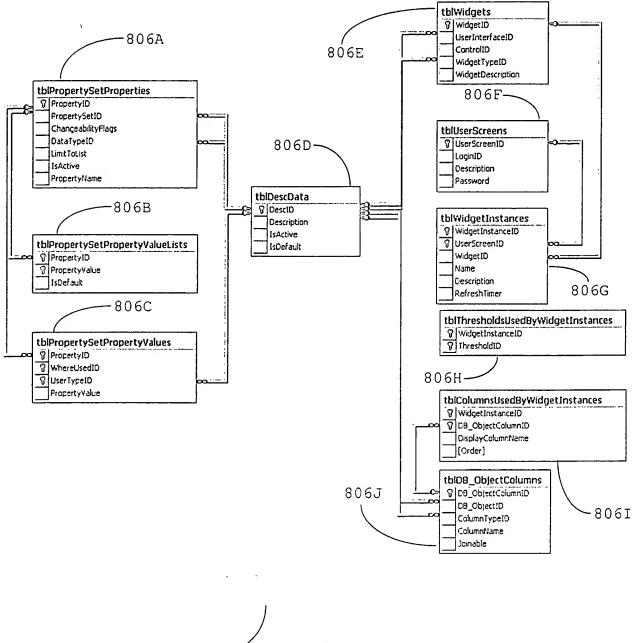


FIGURE 8E

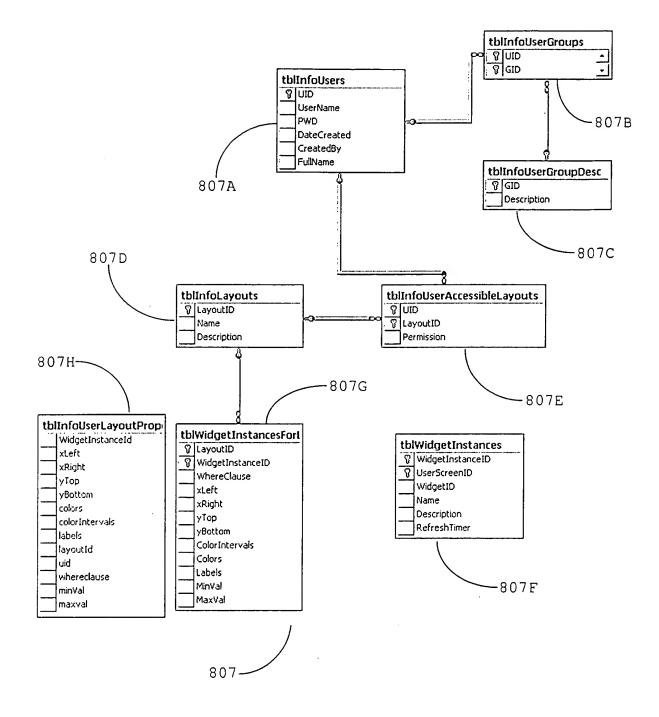


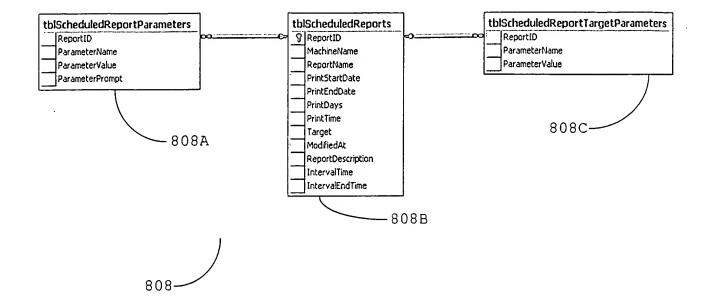
806

Express Mail No: EV212804941 US Reg No: 39,535

Inventors: RAMA IYER ET AL. Docket No: 727-01-PA-T

FIGURE 8F





유출 Users	ID	Description	Collector Module	
info Users	31 1	Rolm9005	PseudoRolm9005.dll	
Data Source Types	2 2	Rolm9006		
Rolm9005	E 3	Rockwell		
Rolm9006	□ 1 +	RightNowWeb		
Rockwell	1 5	Trackwise		
RightNowWeb	116	NT Performance Monitor		
Trackwise NT Performance Monitor	国 7	NortelC2	csNortelC2.dl	
NT Performance Monitor MortelC2	111 8	AvayaCms	csAyayaCms.dll	
AvayaCms	13 20	HP OpenView	csDtsSchdl.dll	
HP OpenView	13 21	IIS Log	csDtsSchdl.dll	
IIS Log	1 25	Sales DataBase	csDtsSchdl.dll	
Sales DataBase	26	ProIV	csDtsSchdl.all	
ProIV	T 39	CustomDTS	csDtsSchdl.all	
CustomDTS	100	Test DataSource	PseudoRolm9005.dll	
[3] Test DataSource				
🖯 Data Sources				
(1) Widgets				
◆ Thresholds				
Info User Layouts				
□ Schemas				

Introduction

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Welcome to the Data Source Type Setup Wizard

Centergistic

The Data Source Types Wizard will guide you through each step of the creation process.

Data Sources allow centralized storage of information.

This Wizard will help you setup a data source type that can later be used to define data sources.

· (1)

Next>

Cancel

Help

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

spociated will ctual Data Sc	ws you to add a new Da h it. Each Data Source ources and the selected ypes identify the data so	type you create ca d module will be use	n then be used for added to retrieve data from	ding
[Data Source Type			
	NotelACD			
ĺ	Collector Module			
	col·lortelC2.dll			

FIGURE 8K

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biHPOpenViewEventC bilISODBCLog	Jelail **				
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bIProIVTS_WTIME		C. 1			
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blRightNowWebInterf					
blRightNowWebStatis hlSalesDemoCurrentS			-		
blSalesDemoIntervalR		Eldit Corumno	11		
blTest blTrackWiseTicketCo	unte		-		
DILIGEN MISS HIGHSICO		Add New Table	1 1		

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US

FIGURE 8L

ou can either selec	already exist for the select st existing unassigned vie them to the list of assigne	ews or create a new bas	cic view, if none
Views		Status	
vwHP0penViewEv	ventDetail : 💆	Unassigned	
View Name :			

FIGURE 8M

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Predefined Tables	Soure type, it's column properties can also be edited. Assigned Objects	
dtproperties Results tblCsSysObjects tblHPOpenViewEventCurrentStatblIISODBCLog tblProIVTS_NTIME tblProIVTS_WTIME tblRightNowWebIncidentStatistitblRightNowWebIncidentStatistitblRightNowWebInterfaces tblRightNowWebStatistics tblSalesDemoCurrentSales tblSalesDemoCurrentSales tblSalesDemoIntervaiReport tblTest tblTrackWiseTicketCounts tblTrackWiseTicketCountsByAc	tblHPOpenViewEvent vwHPOpenViewEvent Add New Table	

FIGURE 8N

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his page allows you to sussigned to this Data Sou users, datasources, widg	urce type. Th ets, threshold	nis data will be use ds and schemas.	d later on, while	for the objects configuring
You can either use the de		User Friendly Nam		Object Type
blHPOpenViewEventDe		tblHPOpenViewE		Table
<u> </u>				<u> </u>
	< <u>B</u> ack	Next>	Cancel	Help

×

pecil			

This page allows you to specify the access columns associated with each of the assigned objects of this Data Source type. Tha access columns are actually the columns on which the different levels of drill down capability of PowerUser depends on.

The data will be grouped at different levels based on the specified access columns.

Object Name	Access Column1	Access Column2	Access Column3
tblHPOpenViewEventDetail vwHPOpenViewEventDetail	NULL NULL	NULL NULL	NULL NULL
	•		
4)
_ <	Back Finish	Cancel	Help

Hidget Type II	.Widget ID	WidgetInstanceID	DB_ChjectColumnID	Co lumnName	DisplayColumnName	DB_ObjectName
458757	1019	10092	10169	ExtensionState	21212	vwRolm900SCurrenc3cacusDetai
458757	1019	10092	10190	TimeInState	TIS	vwRolm9005CurrentStatusDecal

E- 4:5	CWidgetInstance	
· •	 m_iDataSourceTypelD 	
	 j m_iWidgetInstanceID 	
	≱ m_iWidgetTypelD	
	- > m_lstColumnNames	☐ ■ CWidgetProperty
<u>!</u>	- → m_lstDBObjects	> m_iPropertyID
	→ j m_istThresholdID	> m_sDisplayPropertyName
:	→ m_lstWidgetProperties	> m_sExtraProperty
·	≥ m sViewName	m_sPropertyValue

FIGURE 8Q

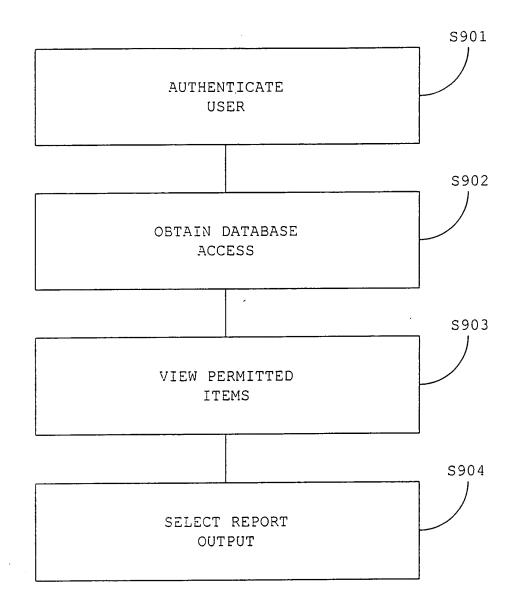


FIGURE 9

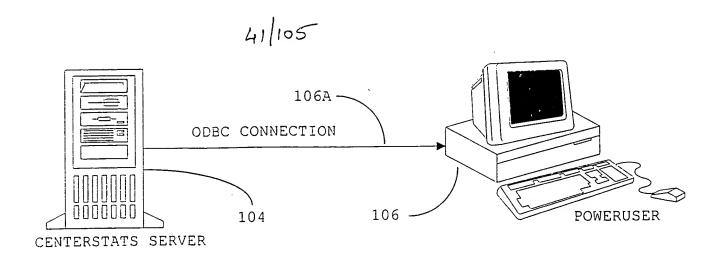


FIGURE 9A - POWERUSER INTERFACE

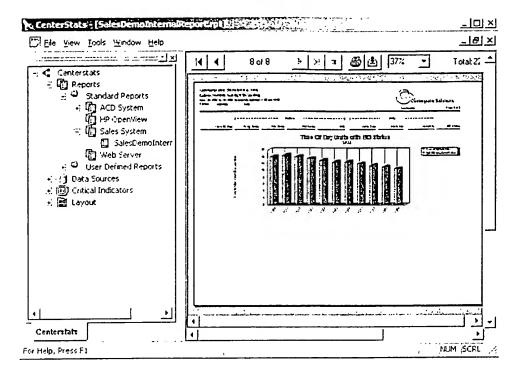
Da	tabase Connection	CenterState	
r Options			
<u> </u>	Database connection	on use NT authentication	
· F	Use the additional in	nformation below to login (SQL Connection)	:
· User Su	pplied Credentials		
Up	er Name	coadmin	
Pa	soword	*********	
			:
	ОК	Cancel	

FIGURE 9B - LOGIN WINDOW

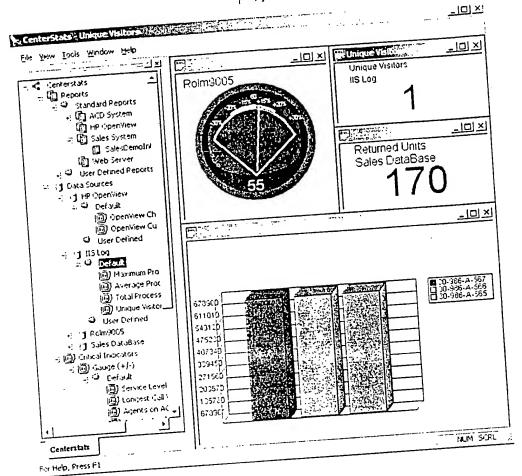
FIGURES 9A AND 9B

* .-:

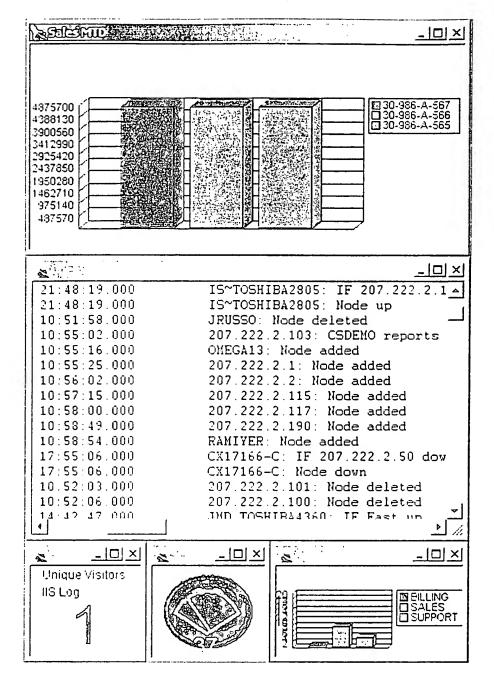
Centerstats 😑 🗓 Reports Standard Reports ± ⊕ User Defined Reports 🚉 👸 Data Sources # HP OpenView ≟ ઐ Default (I) OpenView Chart (II) OpenView Current Chart User Defined ± ∹j IIS Log ± ∰ Rolm9005 + j Sales DataBase = (1) Critical Indicators -: 📵 Gauge (+/-) 💆 😊 Default Service Level (III) Longest Call Waiting (III) Agents on ACD Calls Agents Available Sales / Emp 900 User Defined + 🗓 Graph +: 📵 BillBoard + 📵 Chart - Eg Layout Sales Sales ☐ Test ፼ Test1 ■ Test2 Test3 WebServer



FIGURES 9D



FIGURES 9E



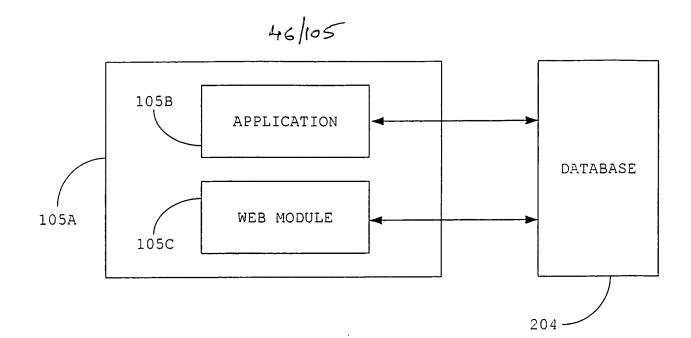


FIGURE 10A

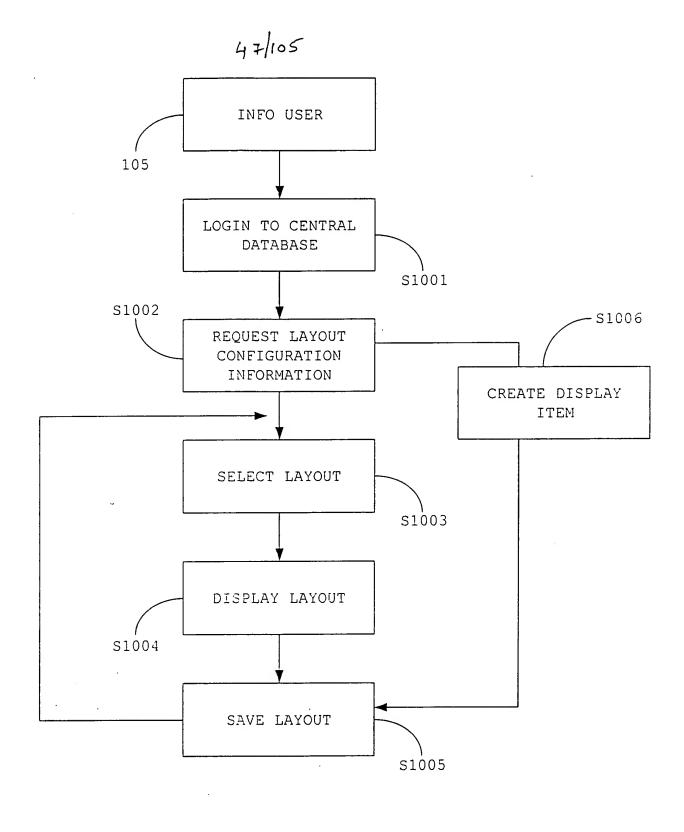


FIGURE 10B

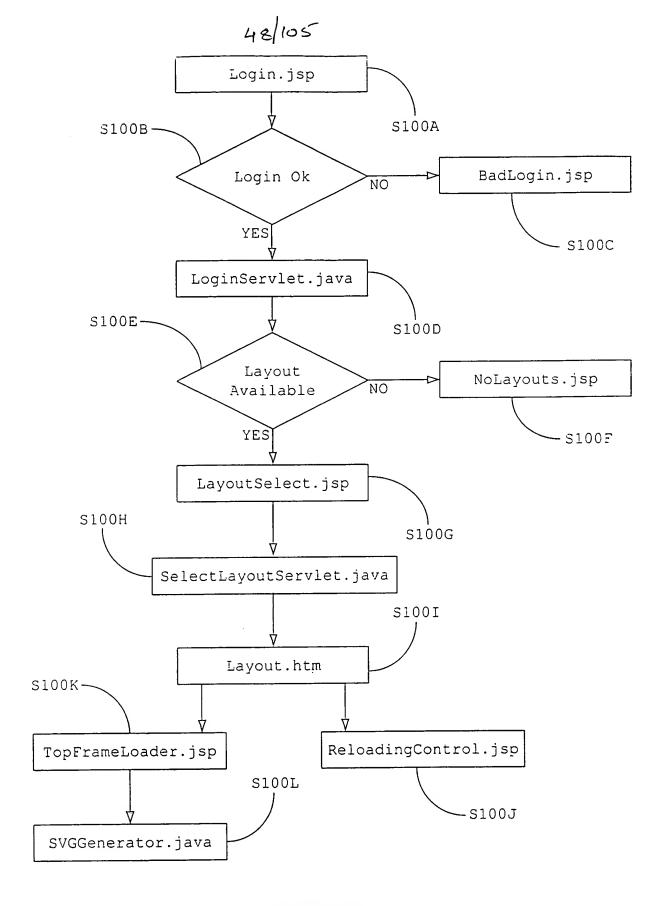


FIGURE 10C

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Centergistic Solution	ons [®]
Password Login	آ∙ ا
2) Done El Local in	itranet

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FIGURE 11A

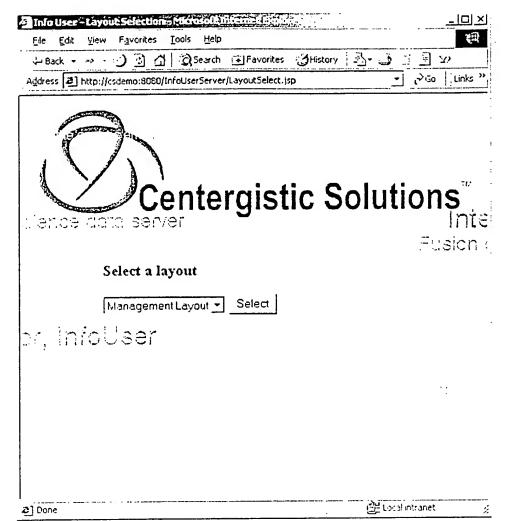


FIGURE 11B

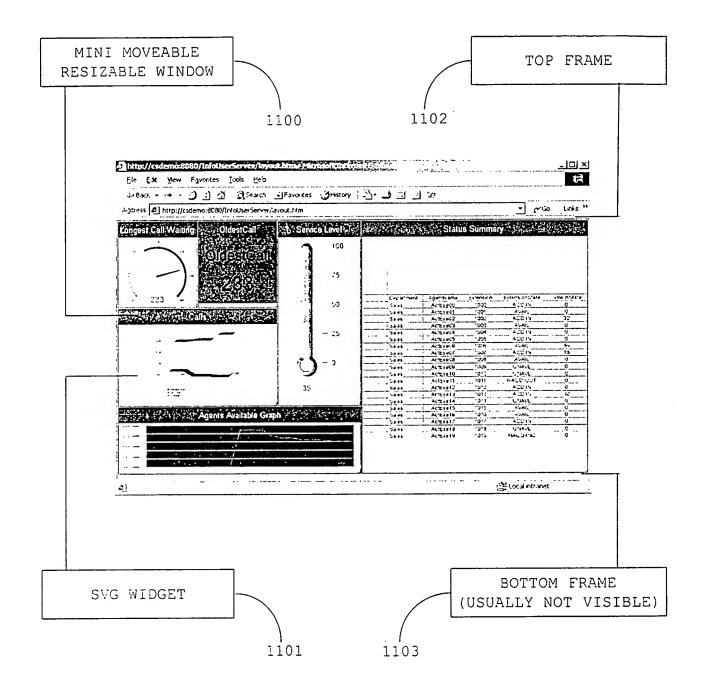


FIGURE 11C

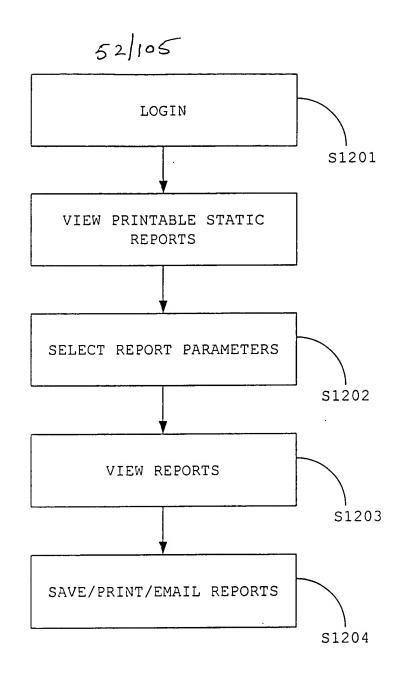
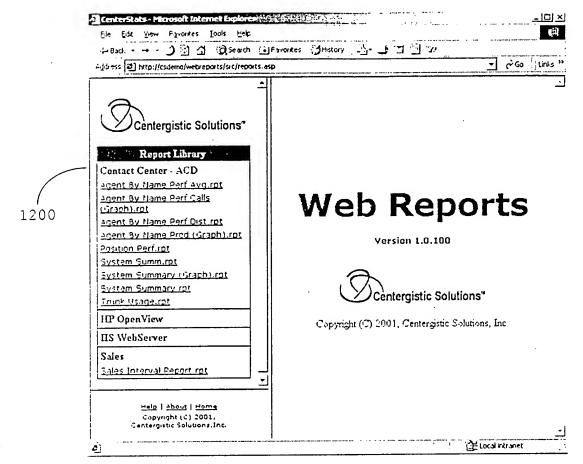


FIGURE 12



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Agent By Name Perf Calls (Graph) rat Agent By Name Perf Calls (Graph) rat Agent By Name Perf Ost rat Agent By Name Perf Ost rat Agent By Name Perf Ost rat Agent By Name Prod (Graph) rat Graph By Name Perf Ost rat Agent By Name Prod (Graph) rat End Date: 10/16/2001 ©		Sales Interva	al Report.rpt	
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FIGURE 13B

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FIGURE 13C

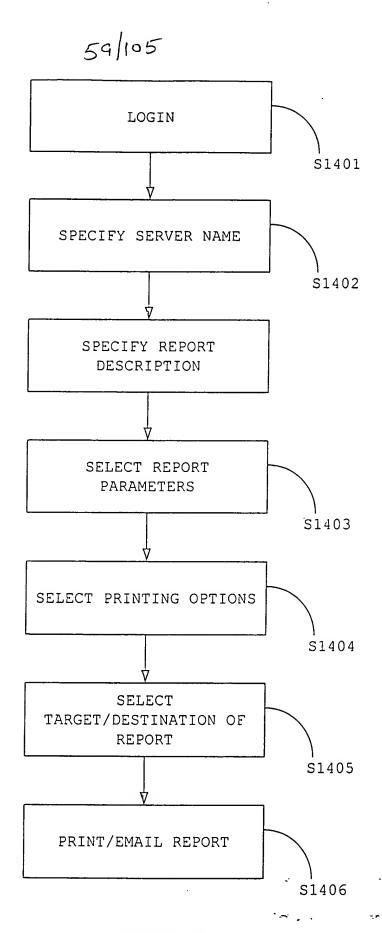


FIGURE 14

Welcome to the Report Scheduler Wizard

Centergistic

The Report Scheduler Wizard will guide you through creating or modifying a scheduled report.

Before going through this wizard please make sure that the Crystal report formats are installed on your system and it's path updated in the registry.

Once a report schedule is defined, the actual report can be either send to a printer or as an email attachement on a scheduled basis. Adhoc printing of the selected report is also supported.

To continue, click Next

 $\mathbb{Q}_{\lfloor 2C \rangle}$

Mext>

Cancel

Help

Inventors: RAMA IYER ET AL.. Docket No: 727-01-PA-T Express Mail No: EV212804941 US

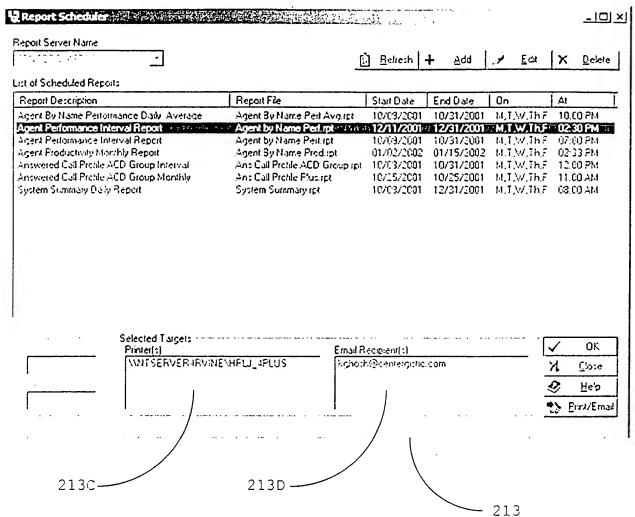
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Re	oort Description:			
Ac	ent Performance In	terval Report		
Rep	oort File Name :			
Ag	ent by Name Perf.rp	ot		
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	< <u>B</u> ack	Next >	Cancel	Helo

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t of Scheduled Reports									
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ent Performance Interval Report	2 Agent by Name Perf.rpt 14 %	irst.	12/11/2001		2/31/2001	M.I	W.Th.F	. 02:	OPM
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AMY_R, ANA,	BEHUNICA		<u> </u>

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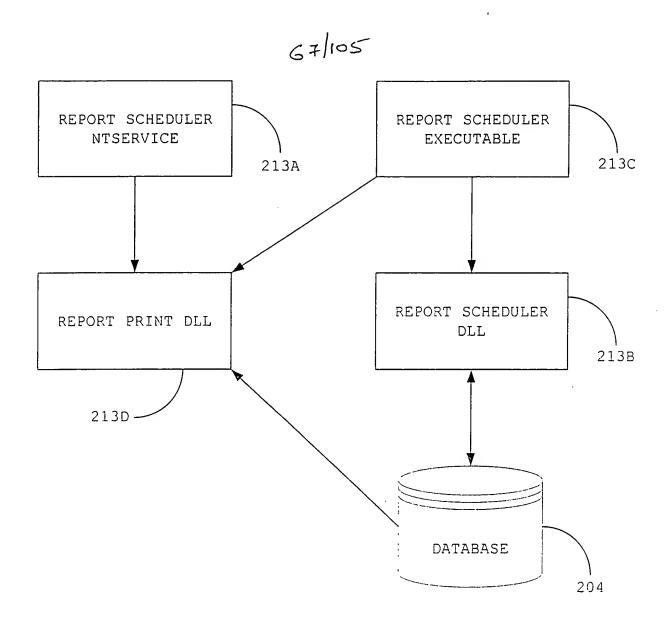


FIGURE 15B

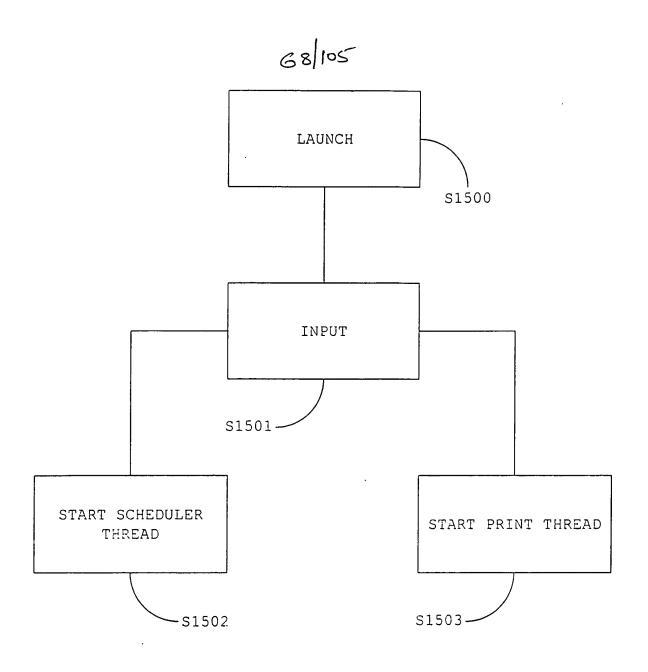


FIGURE 15C

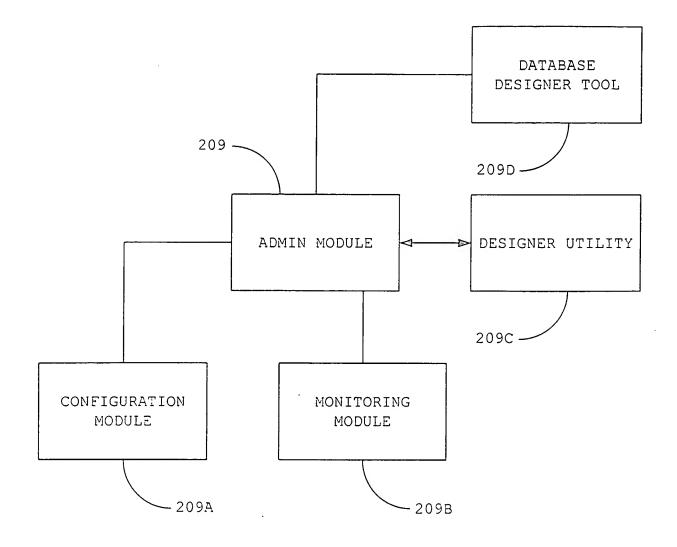
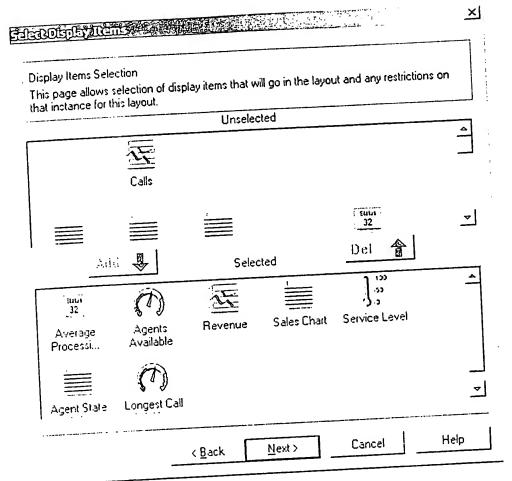


FIGURE 16

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FIGURE 16A



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Password	RHRRRRRRR	

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Table 3	□View 4 □View 5	
Table 5		
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FIGURE 16D

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75/10

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Options	LocalServer new machine
□ Database connection u	omega13
✓ Use the additional information	mation below to login
- User Supplied Credentials	
User :	csadmin
Password:	**********
F R	lemember Password
ОК	Cancel Help

FIGURE 17A

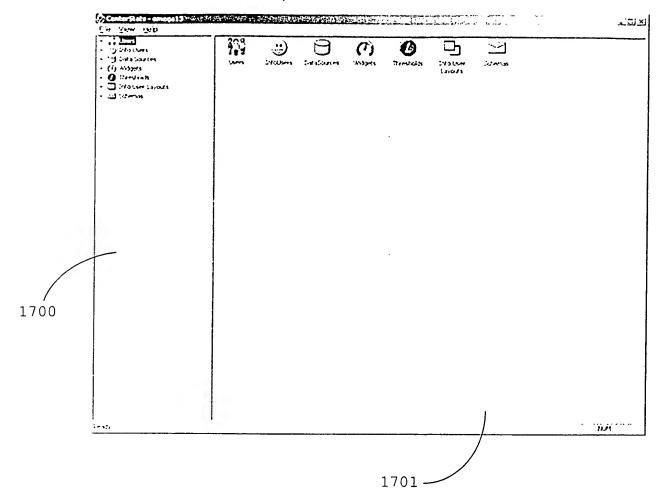
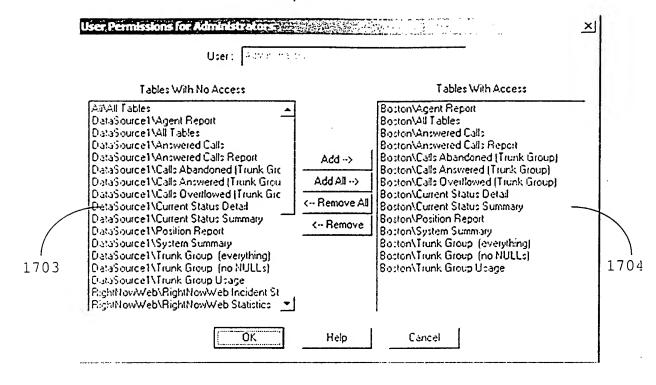


FIGURE 17B

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FIGURE 17F

Connections currently associated with this datasource

Name

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Connections for Boston

ID

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121

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Data Source

Boston

Boston

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

FIGURE 17G

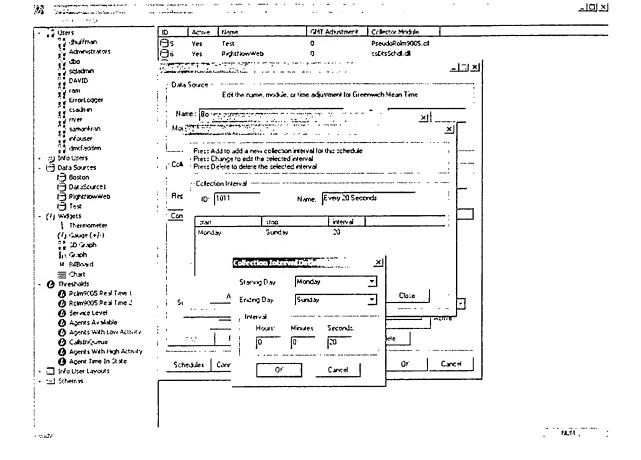
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Connection Number

3

	Edit the name,	module, or time	e adjustment for Gre	eenwich Mean Time	
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Module : csP	olm9005.dll		GMT	Adjust: -360	
				✓ Active	
Collections					
	Select a report na	ame to edit, del	ete, or add schedul	es for this data source	
Report Name	:		· · · · · · · · · · · · · · · · · · ·	→ ID:	
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Connection	ACD Position Pe Agent Performan			Collected	
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FIGURE 17H



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FIGURE 17M

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FIGURE 17N

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FIGURE 17U

Inventors: RAMA IYER ET AL.
Docket No: 727-01-PA-T
Express Mail No: EV212804941 US
Reg No: 39,535

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			MAM ;

Name and Description				
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nest solouz.		Na andre Mari		
		Description		
Test Layout 4				
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hat instance fo	r this layout.	isplay items that Unsel		yout and any restrict	cions on
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nfo User Test Widget Inst	Agent Info	Status Summary	Test chart	Agent Info 2	_
*	suu , 32	32	J2	32	
Ad	11	Sele	cted	Del 😤	
(T) testwidget1	Anthonys Widget				

isplay Items Properties his page allows the edit	ing of some properties for	the display items in the	current layout
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Top 8	Bottom 479	Maximum	78
C	Current Item Type: Angul	ar Gauge	
/here Clause:			File"do
Labels:			
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Intervals:			

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Add any restrictions	for specific users and	I click Finish to sa	ve the current layou	ut.
Check the users a	llowed this layout.			
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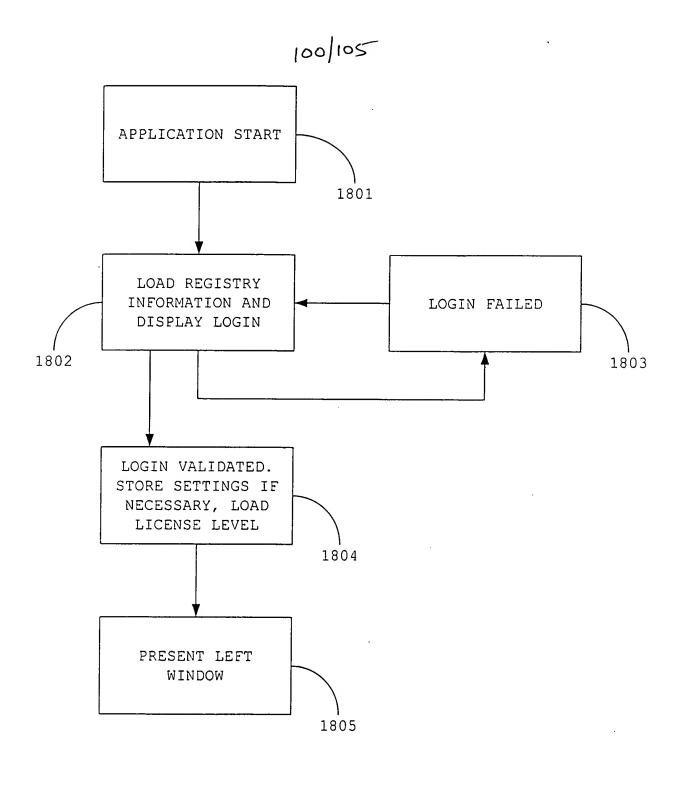


FIGURE 18A

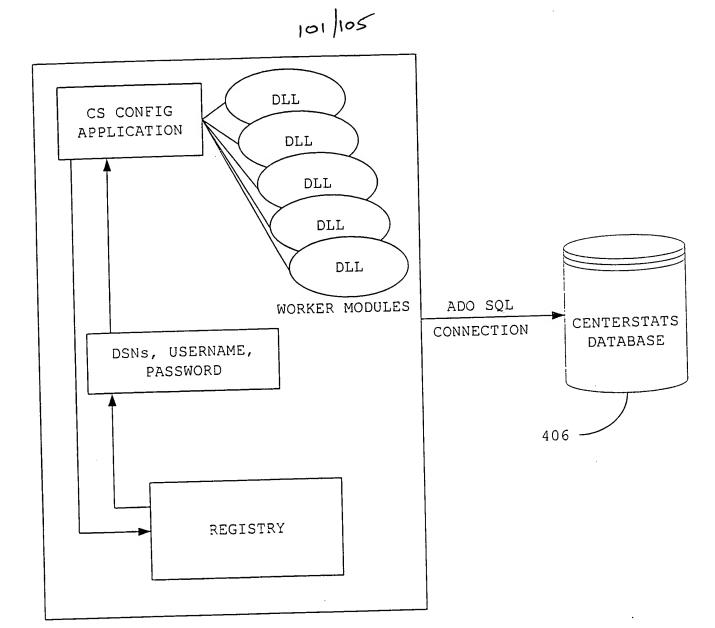


FIGURE 18B

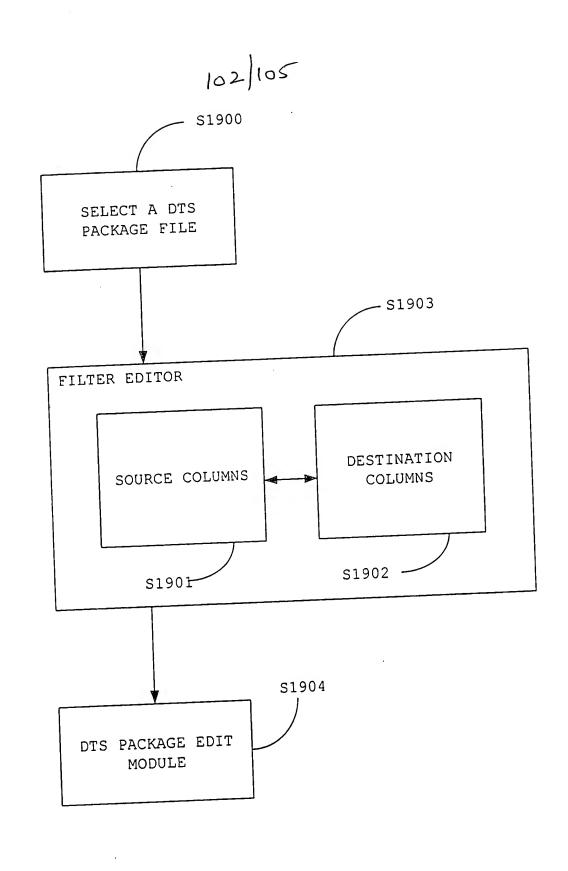


FIGURE 19

Select A DTS Package File Look in: DTS_Packages BackupCopies ScriptTemplates File name: TrackWise_3.dts TrackWise_Tick Tra	t_Tickets.dts piect.dts
--	----------------------------

FIGURE 19A

	104/105	
19	01	1902
Source Columns id project_id date_opened	Destination Columns id project_id date_opened	<u>O</u> K <u>C</u> ancel
		ation table:
Select statement to see what SELECT id, project_id, CONV [CenterStats_DTS_Test].[dbo	t we already have in the destina /ERT(varchar(30)	otion table: Jened), 121) AS date_opened FROM P BY id, project_id

FIGURE 19B

DTSTask_	DTSDataPumpTask_1	<u> </u>	Select Package	Create Script
Server:	CENTERSTATS			
)atabase:	CenterStats_DTS_Test			Save Script
able:	[CenterStats_DTS_Test] [dbo] [tblTrackWiseTicket	ts]		Exit
lease select	the column that can be used to identify new records in the sour	ce dalabase		
Template \	ficual Basic ActiveX Script For CenterState			_
Function Ma Dim strSQL Dim strQuto Dim oPack Dim oTask Dim or Dim strWho Dim strKeyn Dim strCEL	Mirialue age at ne word			
stiWhere • Set on = Or	Chr[10] & Chr[10] eareObject("ADODB.Connection") eareObject("ADODB.Record:et")			
	to the "destination" database		· ·	<u></u>